

Massachusetts Department of Public Health
Office of Patient Protection
External Review Requests
January 2004 – December 2004

Appeal Type	Upheld	Overturn	Partial Overturn	Resolved	Expedited			Time Frame Not Met	Case Ineligible	Total
					Upheld	Overturn	Partial Overturn			
Behavioral Health	22	18	12	13	16**	19	2*	1	24	127
Cosmetic / Reconstructive	9	3	2	1					4	19
Dental	1	1							12	14
Diagnostic Services	2	3		2					4	11
Durable Medical Equip.	4	1							4	9
Excluded Services									5	5
Experimental	7	4			1				1	13
Infertility Care	19	7							8	34
Inpatient	3	1		2	1	3			5	15
Outpatient	14	2	1	1	1	2			11	32
Pharmacy	5	4			1				2	12
Rehab Services	4	3	1	2					8	18
Visual Services	1									1
Totals	91	47	16	21	20	24	2	1	88	310

*in **two** cases, coverage was continued pending the outcome of the review pursuant to 105 CMR 128.414 and additional dates of service were covered despite the final decision

in **five cases, coverage was continued pending the outcome of the review pursuant to 105 CMR 128.414 and additional dates of service were covered despite the final decision

**Number of External Review Requests Received by Type:
January - December 2004**

